



## Policies

- Non-Smoking Facility
- New Clients
  - **New clients must place a non-refundable deposit** (amount determined by Innovations depending on services) **to schedule an appointment.** Deposit will be applied to services for date scheduled.
  - New clients must report to front desk upon arrival to fill out necessary paperwork.
- **ALL clients must arrive 5-10 minutes prior to appointment to keep the stylists on schedule. Please report to front desk upon arrival.**
- Cancellations
  - **We require a notice of at least two business days for all cancelations.**
  - Appointments cancelled less one business day before will be charged 50% of total scheduled services.
  - Missed appointments or appointments cancelled less than two hours before will be charged 100% of total scheduled services.
- Scheduling
  - Spa appointments (facials, massages, waxing, etc.) require a credit card on file to schedule.
  - **We kindly ask that you respect our stylists' schedules and do NOT request more services than scheduled for on the day of your appointment. We will not be able to accommodate you.**
  - **We allow a ONE WEEK period after your appointment to call back if something went wrong with your services. Calls received after one week will not be accommodated.**
- Bridal
  - Bridal parties and parties of three or more are required to pay a 50% non-refundable deposit. The deposit will be applied to the services for the date scheduled. For your convenience, 20% gratuity will be added to total services.
- Children
  - Children are welcome to receive services. Due to insurance purposes and safety concerns, children (12 and under) must be under parental supervision.
  - **Children are not allowed outside of the waiting area unless they are receiving a service and the stylist is with them.**
- We accept **Visa, MasterCard, Discover, American Express, cash and checks.** Clients paying with a check may be asked to present an ID for license number and current address. Please make all checks payable to Innovations. A \$35 service fee will be charged on each returned check.

**Innovations Salon and Day Spa reserves the right to refuse service to ANY person at ANY time for ANY reason (disorderly conduct, inappropriate language, etc.).**

## Gift Card Terms & Conditions

- Not activated until payment is received and processed.
- Holds no cash value.
- No expiration dates.
- Innovations Salon & Day Spa reserves the right to refuse service or gift cards to ANY person at ANY time for ANY reason (disorderly conduct, inappropriate language, etc.). In that event, gift cards will not be returned for a refund.